

Program Year 2011 Language Assistance Plan
NAME Workforce Region
July 1, 2011 - June 30, 2013

This is the initial Language Assistance Plan using current data from the 2010 Census. This LAP provides a baseline of data to be updated biannually. The next update for this LAP shall be completed by June 1, 2013.

SUMMARY/UPDATE: Summary/Update Narrative [two paragraphs]

1. What significant changes in language populations served and/or language assistance services provided have occurred since the last submittal of your LAP?
2. What enhancements/changes in your language assistance services are planned for the coming Program Year?

I. ASSESSMENT: Identify populations in the workforce region that are in need of language assistance services to access Federal programs.

A. Data Collection

Date Data was gathered:

Date Source: Source from which data was gathered i.e. 2010 Census Data
Total Region Population: Total #of people

Language Distribution	% of Regional Population 7/1/10 – 6/30/11	% of Regional Population 7/1/11 – 6/30/12	% Change since last LAP
English			
Spanish			
Amharic			
Arabic			
French			
Somali			

Date Source: Connecting Colorado

Date Data was gathered:

Language Distribution	% of Customers Served 7/1/10 – 6/30/11	% of Customers Served 7/1/11 – 6/30/12	% Change since last LAP
English			
Spanish			
Amharic			
Arabic			
French			
Somali			

B. Assessment Report

Given the data collected and based on the four factors listed below, identify the language groups that warrant language assistance services¹.

1. Number or proportion of ELLs in the eligible service population.
2. Frequency that ELLs come in contact with workforce region services
3. Importance of the service provided by the workforce region
4. Resources available to the agency to provide access to workforce development programs.

II. LANGUAGE ASSISTANCE SERVICES: Describe the local policies, procedures and resources that are currently in place to provide Language Assistance Services to workforce center customers.

Currently In Place: Services/Resources	Currently in Use: Translated documents in which Languages

New Resources/Services/Translated Documents Planned	Planned Date of Implementation

Describe how the workforce region responds to the communication needs of customers at the first point of contact:

In Person	
In Writing/email	
By telephone	

¹ See the Safe Harbor Provisions of the USDOL Policy Guidance (Federal Register, 5/29/03, page 32290-32291).

III. STAFF TRAINING

Staff Training Completed	When	Who attended

Results of the “Customer Service Training Across Cultures” completed during PY2010

Staff Training Planned	When	Who will attend

IV. OUTREACH

How are you notifying potential ELL customers that free interpretation services are available?

Outreach Completed	Date
To what language groups did you extend information?	
What information was provided and through what media?	
What collaborative partnerships and/or community resources are used to serve ELL customers effectively?	

Planned Outreach	Date Planned
What outreach activities are planned and to which language groups?	
What information will be provided and through what media?	
What strategies will you implement to follow-up on outreach activities?	

V. MONITORING/EVALUATION

Monitoring the LAP	Date Monitored
What did you do to monitor your LAP during the past Program Year?	
What was the outcome of your monitoring?	
What is the awareness level of your staff about your LAP and the language assistance resources that are available to them?	

Monitoring Checklist – Rate your Staff’s awareness of the following. Include dates for when these events occurred.	
	Staff used resources (desk aide, team room, flyers, etc.) and how did you verify this?
	Check for staff usage of I-speak cards and desk aide
	Special staff meetings to review service delivery
	Usage of CWS team room
	Discussed language assistance services at staff meeting
	New employees were provided with an orientation on assisting ELL customers

Evaluation of the LAP
Describe the criteria upon which you evaluated the effectiveness of your LAP.
Identify the strengths and weaknesses of your LAP and the level of language assistance services provided to ELL customers.
What will you do to address those weaknesses and improve the delivery of language assistance services to your ELL customers?

VI. STAFF DIRECTORY

Updated Staff Directory: Attach the updated directory to this LAP prior to submittal

Date Updated: